

**State of Michigan
Civil Service Commission**
Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code

1. STDDADM1N90N

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

2. Employee's Name (Last, First, M.I.)	8. Department/Agency BUREAU OF STATE LOTTERY
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Michigan State Lottery
4. Civil Service Position Code Description STATE ADMINISTRATIVE MANAGER-1	10. Division Sales
5. Working Title (What the agency calls the position) Regional Sales Manager	11. Section Region 2
6. Name and Position Code Description of Direct Supervisor SPOELMAN, ADAM; STATE DIVISION ADMINISTRATOR	12. Unit
7. Name and Position Code Description of Second Level Supervisor PAYNE, TIFFANY; STATE BUREAU ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 3391-B Plainfield, Grand Rapids, MI 49585 / M-F; 7:45am - 5:45pm

14. General Summary of Function/Purpose of Position

This position will direct and supervise Lottery District Sales Representatives whose primary responsibility is to maximize revenue for the State School Aid Fund through lottery sales which are over \$3 billion per year. This position is responsible for planning, organizing, directing and supervising the functions and operations of their staff. Also responsible for evaluating performance and recommending and implementing actions to improve performance.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary:

Percentage: 60

Plan, organize, manage, and evaluate lottery sales staff and functions.

Individual tasks related to the duty:

- Establish sales districts, supervise and monitor the sales representative's scheduled sales calls to assigned lottery retailers on their call cycle.
- Establish region-wide sales goals and objectives.
- Coordinate, communicate and direct implementation of complex sales strategies with sales representatives, instant ticket specialists (vendor) and retailers.
- Identify equipment placement strategies to maximize sales.
- Conduct periodic field visits to retailers and assess retailer and staff performance.
- Periodically ride with sales representatives to assess performance and counsel on performance problems.
- Review sales reports, sales representative reports and other reports in order to analyze and plan complex sales strategies in districts and the overall state and to monitor the sales representatives' activities.
- Conduct quarterly performance reviews and annual performance evaluations and recommend, initiate and implement corrective action to improve performance.
- Conduct and participate in meetings to assure effective communication with staff to accomplish lottery goals and objectives.
- Prepare and submit reports such as: Monthly Regional Report; Daily Field Staff; and other reports as may be directed by the Deputy Commissioner of Sales.
- Act as liaison between retailers and lottery management to resolve problems and respond to inquiries.
- Fulfill request from Speaker's Bureau to educate and enhance lottery awareness at civic groups and other organizations.
- Participate in various Trade Show events showcasing lottery products and profits throughout the state of Michigan.

Duty 2

General Summary:

Percentage: 20

Train, instruct and prepare District Sale Representatives for their assignments.

Individual tasks related to the duty:

- Instruct sales representatives on effective use of point-of-sale materials which support statewide sales programs and/or specific products.
- Inform sales representatives of current and upcoming lottery programs, promotions and events.
- Assure staff are properly trained and are knowledgeable in the recruitment and licensing process, change of ownership proceedings, retailer training, claims processing and office administration.
- Train and instruct sales representatives on special promotions compliance checks and retailer training.
- Conduct and participate in employee training program(s) to enhance employee selling skills.

Duty 3

General Summary:

Percentage: 10

Conduct retailer sales calls as directed by Deputy Commissioner of Sales.

Individual tasks related to the duty:

- Solicit prospective new retailers as directed by the Deputy Commissioner of Sales.
- Conduct specific sales calls as directed by the Deputy Commissioner of Sales.
- Solicit special sales programs as directed by the Deputy Commissioner of Sales.
- Evaluate lottery product inventory and plan orders with retailer as directed by the Deputy Commissioner of Sales.

Duty 4

General Summary:

Percentage: 10

Oversee operations of Lottery Claim Center.

Individual tasks related to the duty:

- Direct administrative support staff in proper execution of the established claim center policy and procedure guidelines.
- Verify claim forms for accuracy.
- Authorize and sign winner checks.

- Interact with customers and resolve any issues.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

When reacting and responding on a day-to-day basis to situations dictated by constantly changing retail, market and service conditions. When reconciling customer and retailer complaints regarding lottery issues.

17. Describe the types of decisions that require the supervisor's review.

When responding to those situations which are of the most sensitive nature. Those which can dramatically affect sales and those which can seriously affect the integrity and credibility of the Lottery.

18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

These job duties require prolonged periods of sitting, standing and/or moving around. Some lifting of up to 25 pounds of promotional materials. Travel is required to conduct retailer trade visits and attend meetings. Incumbent must be able to perform effectively in an environment that often must respond to external market forces which cannot always be anticipated.

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>
PARDON, EDWARD	LOTTERY DIST SALES REP-A 12	BANTA, KEVIN	LOTTERY DIST SALES REP-A 12
HARTFIELD, PAUL J	LOTTERY DIST SALES REP-A 12	NOONAN, ERIC J	LOTTERY DIST SALES REP-A 12
BURKE, KELLY A	LOTTERY DIST SALES REP-A 12	MCCRACKEN, JACQUELYN M	LOTTERY DIST SALES REP-A 12
SZYMKIEWICZ, JASON E	LOTTERY DIST SALES REP-A 12	JABLONSKI, LARRY J	LOTTERY DIST SALES REP-A 12
FLYNN, CHRISTOPHER M	LOTTERY DIST SALES REP-A 12	MARKIN, MELISSA A	LOTTERY DIST SALES REP-A 12

MULCAHY, LISA K	SECRETARY-A 9	WASZAK, ADAM	STUDENT ASSISTANT-E A
VACANT	STUDENT ASSISTANT-E A	MARLETTE, HEIDI S	GENERAL OFFICE ASSISTANT-E 5-E7
Additional Subordinates			

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

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| ☒ Complete and sign service ratings. | ☒ Assign work. |
| ☒ Provide formal written counseling. | ☒ Approve work. |
| ☒ Approve leave requests. | ☒ Review work. |
| ☒ Approve time and attendance. | ☒ Provide guidance on work methods. |
| ☒ Orally reprimand. | ☒ Train employees in the work. |

22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?

Yes.

23. What are the essential functions of this position?

Stand, walk, sit, lift, carry, reach; communicate verbally and in writing; communicate with public, staff and co-workers. Supervise, manage and direct sales representatives' activities. Driving and attendance are essential duties of this position. Duties listed in Section 15 of this P.D. are essential duties of this position.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

Updating to include SubClass code for fingerprinting requirement.

25. What is the function of the work area and how does this position fit into that function?

The Sales Division is responsible for executing the overall Marketing Plan to maximize sales and revenue for the State School Aid Fund. The Regional Sales Manager is responsible for planning, organizing, managing and evaluating sales representatives as they recruit, promote and provide sales strategies to Michigan Lottery retailers.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Possession of a bachelor's degree in any major.

EXPERIENCE:

State Administrative Manager 15

Four years of professional experience, including two years equivalent to the experienced (P11) level or one year equivalent to the advanced (12) level.

Alternate Education and Experience

State Administrative Manager 15

Education level typically acquired through completion of high school and two years of safety and regulatory or law enforcement experience at the 14 level; or, one year of safety and regulatory or law enforcement experience at the 15 level, may be substituted for the education and experience requirements.

KNOWLEDGE, SKILLS, AND ABILITIES:

Understanding and knowledge of the material value and placement of point-of-sale, special sales promotions and individual in-store promotions. Proven track record of effectiveness in developing retailer relationships. Record of not only meeting minimum sales goals, but of consistently exceeding them. Employment history that includes excellent attendance record.

CERTIFICATES, LICENSES,

REGISTRATIONS:

A valid Driver's License is required.

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Supervisor

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to the statements of employee or supervisors.

I certify that the entries on these pages are accurate and complete.

Appointing Authority

Date

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Employee

Date